



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 [HTTP://DMH.LACOUNTY.GOV](http://dmh.lacounty.gov)



MARVIN J. SOUTHARD, D.S.W.  
Director

ROBIN KAY, Ph.D.  
Chief Deputy Director

RODERICK SHANER, M.D.  
Medical Director

April 19, 2013

Dear Fee-for-Service Network Provider:

The Los Angeles County Department of Mental Health (DMH) is providing a process for voiding FFS Network Provider Direct Data Entry (DDE) claims. As you know the Department is unable to make revisions to the System Functionality of the Integrated System's (IS) Administrative component. Therefore, the Department has implemented a workaround void process to help prevent providers from submitting erroneous claims and having to resolve denials via the Alternate Dispute Resolution – Appeals process. This workaround process allows providers the opportunity to receive full payment for their claims rather than receiving deductions for any issues or lack of documentation found during the appeals process.

When necessary to void a claim for any reason, it is imperative that all providers contact the Provider Relations Unit using the attached Void Claim Form and provide the appropriate information for all claims that need to be voided. Should you have any claims to void, please complete the Void Claim Form and send it to the Provider Relations Unit either via fax at (213) 351-2024 or by email at [FFS2@dmh.lacounty.gov](mailto:FFS2@dmh.lacounty.gov).

**Electronic Data Interchange (EDI) submitters will continue to use the “replace” function.**

If you have any questions, feel free to contact the Provider Relations Unit at (213) 738-3311 or by email at [FFS2@dmh.lacounty.gov](mailto:FFS2@dmh.lacounty.gov).

Thank you in advance for your cooperation in this matter.

Sincerely,

Pansy Washington  
Managed Care Division  
District Chief

[illegible]